

ID Waiver Provider Modules

- 1 = Overview of the ID and DS Waivers
- 2 = Becoming a n ID Waiver Provider
- 3 = Supporting People in the ID and DS Waivers
- 4 = Introduction to Planning
- 5 = Residential Services
- 6 = PA, Respite and Companion (Agency-Directed)
- 7 = Employment and other Day Services
- 8= Crisis Stabilization – ID Waiver
- 9= Assistive Technology, Environmental Modifications and Transition Services
- 10 = Skilled Nursing
- 11= Personal Emergency Response System
- 12 = Consumer Directed Services and Services Facilitation
- 13 = Therapeutic Consultation
- 14 = Preauthorization and Billing
- 15 = Monitoring and Oversight**

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Common Acronyms

- **SC** = Support Coordinator
- **CSB** = Community Services Board
- **DBHDS** = Department of Behavioral Health and Developmental Services
- **DDS** = Division of Development Services
- **OL** = Office of Licensing
- **OHR** = Office of Human Rights
- **DOJ** = U.S. Department of Justice
- **DMAS** = Department of Medical Assistance Services
- **QMR** = DMAS Quality Management Review

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Monitoring and Oversight

This module covers monitoring and oversight activities of. . .

- The Support Coordinator
- Licensing
- Human Rights
- The DOJ Settlement Agreement
- DMAS

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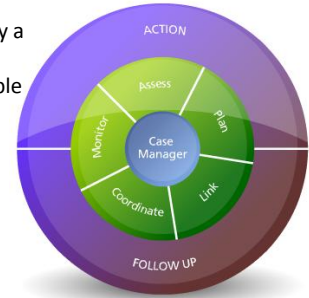
Support Coordinators



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Support Coordinators

Support Coordinators play a critical role in assuring safety. They are responsible for assessing, linking, coordinating and monitoring the service and support needs of individuals.



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Support Coordinators

What are SCs looking for?

- ✓ A safe environment
- ✓ Unidentified risks or needs
- ✓ Appropriate services and supports
- ✓ Services delivered as per ISP/PFS

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Support Coordinators

What are SCs looking for?

- ✓ Person-centered review from providers within **10 calendar days** following the due date



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Key Agencies involved in Monitoring and Oversight

Virginia Department of
**Behavioral Health and
Developmental Services**



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DBHDS: Office of Licensing

Virginia Department of
**Behavioral Health and
Developmental Services**

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Licensing Specialists

- Employed by DBHDS
- Issues DBHDS licenses
- Reviews and inspects provider locations
- Reviews provider documentation
- Investigates complaints
- Provides technical assistance on regulations

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DBHDS: Office of Licensing

What are OL Specialists looking for?

- ✓ Provider following Licensing Regulations
- ✓ A clean and safe environment
- ✓ Accurate documentation
- ✓ Services delivered as per ISP/PFS

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DBHDS: Office of Human Rights

Virginia Department of
**Behavioral Health and
Developmental Services**

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Human Rights Advocates

- Employed by DBHDS
- Advocate for individuals
- Investigate human rights complaints
- Provide consultation and education
- Provide technical assistance and support
Local Human Rights Committees

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Human Rights Advocates

What are OHR Advocates looking for?

- ✓ Provider following HR regulations
- ✓ People being treated with dignity and respect
- ✓ Freedom from abuse or exploitation
- ✓ Individual participation in decision making

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DOJ Settlement Agreement



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DOJ Settlement Agreement

The DOJ settlement agreement does the following:

- Guides moves to most integrated settings
- Expands role of the DBHDS
- Strengthens quality and risk management



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DOJ Settlement Agreement

Post-Move Monitoring

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DOJ Settlement Agreement

Post-Move Monitoring for individuals leaving training centers ensures that...

- ✓ essential supports are in place
- ✓ providers are trained and supported
- ✓ individuals are successful in their new home

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DOJ Settlement Agreement

Post-Move Monitoring for individuals moving from Training Centers includes:

- ✓ meeting with the individual and provider
- ✓ confirmation of essential supports
- ✓ plan for any needed follow-up

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DOJ Settlement Agreement

Post Move Monitoring is conducted by:

- Training Center
- Office of Licensing
- Office of Human Rights
- CRC (Community Resource Consultants)
- CSB (Community Service Boards)

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DOJ Settlement Agreement

	~3 day	~7 day	~10 day	~17 day	~1 mo	~2 mo	~3 mo	~4 mo	~5 mo	~6 mo	~7 mo	~8 mo	~9 mo	~10 mo	~11 mo	~12 mo
TC	x		x	x												
OLS		x		x	x	x	x	x	x	x	x	x	x	x	x	x
CSB		x			x	x	x	x	x	x	x	x	x	x	x	x
CRC							x									
OHR					x											

Additional visits may occur based on needs of individual or provider

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DOJ Settlement Agreement

The SA also defines a new level of support coordination:

- Enhanced



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DOJ Settlement Agreement

Enhanced level provides in person visit in the home every other month.



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DOJ Settlement Agreement

Enhanced level provides in person visit every 30 days when:

- Providers have conditional/provisional licenses
- Medical and behavioral need are high
- Service interruptions exceed 30 days
- Crises are a concern
- Moved from a training center < 12 months
- Individuals live in settings of 5 or more

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DMAS Quality Management Reviews



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DMAS QMR

- Employed by DMAS
- Provides technical assistance related to federal assurances
- Reviews documentation for accuracy
- Provides feedback to improve provider services and documentation

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DMAS QMR

What QMR is looking for?

- ✓ Dates and times of service
- ✓ Amount and type of activities provided
- ✓ The individual's response to settings and supports
- ✓ Services delivered as per ISP/PFS

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